

# 1-800-BetsOff Help Line

## Monthly Activity Report

**March 2016**

| <u>Activity</u> |     |            |
|-----------------|-----|------------|
|                 | #   | Ave length |
| Hotline Calls   | 482 | 2 min      |
| Live Chat       | 13  | 4 min      |

| <u>Time of Day:</u> |         |     |           |     |
|---------------------|---------|-----|-----------|-----|
|                     | Hotline |     | Live Chat |     |
| Midnight - 8 a.m.   | 60      | 12% | 3         | 23% |
| 8 a.m. - Noon       | 129     | 27% | 2         | 15% |
| Noon - 4 p.m.       | 150     | 31% | 5         | 38% |
| 4 p.m. - 8 p.m.     | 90      | 19% | 3         | 23% |
| 8 p.m. - Midnight   | 53      | 11% | 0         | 0%  |

| <u>Day of Week</u> |         |     |           |     |
|--------------------|---------|-----|-----------|-----|
|                    | Hotline |     | Live Chat |     |
| Monday             | 69      | 14% | 5         | 38% |
| Tuesday            | 92      | 19% | 1         | 8%  |
| Wednesday          | 88      | 18% | 3         | 23% |
| Thursday           | 90      | 19% | 1         | 8%  |
| Friday             | 69      | 14% | 3         | 23% |
| Saturday           | 43      | 9%  | 0         | 0%  |
| Sunday             | 31      | 6%  | 0         | 0%  |

| Primary Reason for call               | Total Calls |             | Iowa       |            | Out of State and Unknown |            | Live Chat |             |
|---------------------------------------|-------------|-------------|------------|------------|--------------------------|------------|-----------|-------------|
|                                       | Hotline     |             |            |            |                          |            |           |             |
|                                       |             |             |            |            |                          |            |           |             |
| Casino banning                        | 56          | 12%         | 12         | 2%         | 44                       | 9%         | 2         | 15%         |
| Gambler's Anonymous info              | 19          | 4%          | 13         | 3%         | 6                        | 1%         | 0         | 0%          |
| Need local # for treatment center     | 1           | 0%          | 1          | 0%         | 0                        | 0%         | 0         | 0%          |
| Other gambling related issue/?        | 2           | 0%          | 0          | 0%         | 2                        | 0%         | 0         | 0%          |
| Request for BETS OFF info pack        | 1           | 0%          | 1          | 0%         | 0                        | 0%         | 0         | 0%          |
| Request for gambling ed materials     | 0           | 0%          | 0          | 0%         | 0                        | 0%         | 0         | 0%          |
| Treatment inquiry for self            | 83          | 17%         | 37         | 8%         | 46                       | 10%        | 3         | 23%         |
| Treatment inquiry for other           | 27          | 6%          | 13         | 3%         | 14                       | 3%         | 2         | 15%         |
| <b>*Sub-Total</b>                     | <b>189</b>  | <b>39%</b>  | <b>77</b>  | <b>16%</b> | <b>112</b>               | <b>23%</b> | <b>7</b>  | <b>54%</b>  |
|                                       |             |             |            |            |                          |            |           |             |
| Information about line                | 6           | 1%          | 4          | 1%         | 2                        | 0%         | 1         | 8%          |
| Media/Press                           | 0           | 0%          | 0          | 0%         | 0                        | 0%         | 0         | 0%          |
| Casino info/buffet, etc.              | 116         | 24%         | 55         | 11%        | 61                       | 13%        | 0         | 0%          |
| Lottery issue/question                | 33          | 7%          | 22         | 5%         | 11                       | 2%         | 1         | 8%          |
| Other (wrong #, hang up, prank, etc.) | 138         | 29%         | 104        | 22%        | 34                       | 7%         | 4         | 31%         |
| <b>Sub-Total</b>                      | <b>293</b>  | <b>61%</b>  | <b>185</b> | <b>38%</b> | <b>108</b>               | <b>22%</b> | <b>6</b>  | <b>46%</b>  |
| <b>GRAND TOTAL</b>                    | <b>482</b>  | <b>100%</b> | <b>262</b> | <b>54%</b> | <b>220</b>               | <b>46%</b> | <b>13</b> | <b>100%</b> |

| Call Outcomes                              | Total   |      | Iowa |     | Out of State and Unknown |     |           |      |
|--|---------|------|------|-----|--------------------------|-----|-----------|------|
|  | Hotline |      |      |     |                          |     | Live Chat |      |
|  |         |      |      |     |                          |     |           |      |
| Instructed to contact casino               | 113     | 23%  | 52   | 15% | 61                       | 18% | 0         | 0%   |
| Provided gambling assistance/counseling    | 20      | 4%   | 9    | 3%  | 11                       | 3%  | 1         | 8%   |
| Referred to IDPH/Website                   | 4       | 1%   | 2    | 1%  | 2                        | 1%  | 0         | 0%   |
| Referred to Lottery                        | 33      | 7%   | 22   | 7%  | 11                       | 3%  | 0         | 0%   |
| Referred to national #/out of state source | 95      | 19%  | 0    | 0%  | 95                       | 28% | 4         | 31%  |
| Referred to treatment provider             | 58      | 12%  | 58   | 17% | 0                        | 0%  | 1         | 8%   |
| Request sent/referral to ISAIC             | 0       | 0%   | 0    | 0%  | 0                        | 0%  | 0         | 0%   |
| Supplied requested info                    | 13      | 3%   | 9    | 3%  | 4                        | 1%  | 3         | 23%  |
| Sub Total                                  | 336     | 67%  | 152  | 30% | 184                      | 37% | 9         | 69%  |
| Unable to assist                           | 0       | 0%   | 0    | 0%  | 0                        | 0%  | 0         | 0%   |
| Other (wrong #, hang up, prank, etc)       | 163     | 33%  | 118  | 24% | 45                       | 9%  | 4         | 31%  |
| Sub Total                                  | 163     | 33%  | 118  | 24% | 45                       | 9%  | 4         | 31%  |
| GRAND TOTAL                                | 499     | 100% | 270  | 54% | 229                      | 46% | 13        | 100% |

# 1-800-BetsOff Help Line

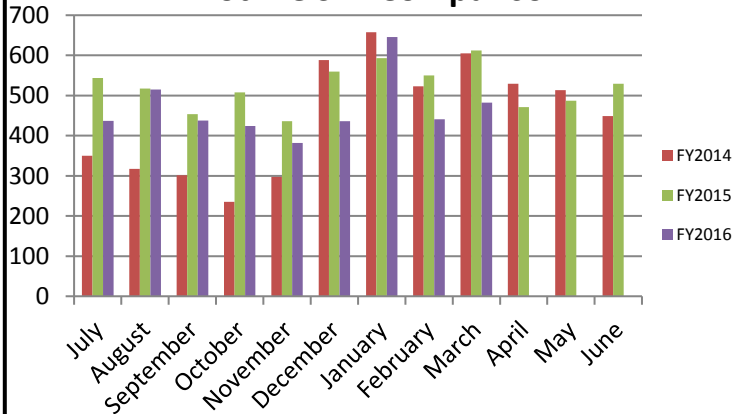
## Monthly Activity Report

**March 2016**

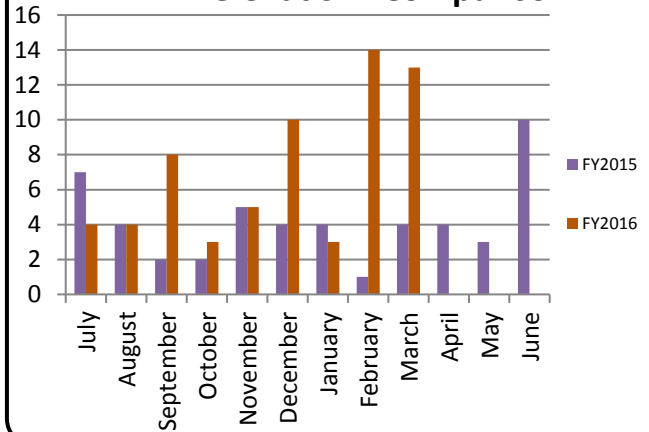
### Agency detailed information

|                                    | Total Referrals |             |           | Warm Hand Off |           |            |
|------------------------------------|-----------------|-------------|-----------|---------------|-----------|------------|
|                                    | Hot Line #      | Live Chat # | Total     | Attempted     | Success   | %          |
| ADDS of Southeast Iowa             | 5               | 0           | 5         | 5             | 4         | 80%        |
| Pathways                           | 6               | 0           | 6         | 6             | 6         | 100%       |
| Prelude                            | 20              | 1           | 21        | 20            | 19        | 95%        |
| Problem Gambling Recovery Services | 1               | 0           | 1         | 1             | 1         | 100%       |
| Community & Family Resources       | 3               | 0           | 3         | 3             | 2         | 67%        |
| Family Services                    | 3               | 0           | 3         | 3             | 3         | 100%       |
| Jackson Recovery Center            | 7               | 0           | 7         | 7             | 5         | 71%        |
| Compass Pointe                     | 0               | 0           | 0         | 0             | 0         | 0%         |
| Substance Abuse Services           | 11              | 0           | 11        | 11            | 9         | 82%        |
| Prairie Ridge Treatment Center     | 2               | 0           | 2         | 2             | 2         | 100%       |
| <b>TOTAL</b>                       | <b>58</b>       | <b>1</b>    | <b>59</b> | <b>58</b>     | <b>51</b> | <b>88%</b> |

**Hotline SFY Comparison**



**Live Chat SFY Comparison**



### Where did you hear about hotline

|                    | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | April | May | June | Total |
|--------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|-----|------|-------|
| Not applicable     | 0   | 0   | 0   | 0   | 0   | 92  | 185 | 170 | 187 |       |     |      | 634   |
| Billboard          | 0   | 0   | 0   | 0   | 0   | 6   | 9   | 4   | 13  |       |     |      | 32    |
| Casino             | 0   | 0   | 0   | 0   | 0   | 152 | 139 | 175 | 187 |       |     |      | 653   |
| Lottery            | 0   | 0   | 0   | 0   | 0   | 33  | 161 | 23  | 23  |       |     |      | 240   |
| Radio              | 0   | 0   | 0   | 0   | 0   | 5   | 4   | 2   | 4   |       |     |      | 15    |
| Refused to provide | 0   | 0   | 0   | 0   | 0   | 3   | 4   | 3   | 2   |       |     |      | 12    |
| TV                 | 0   | 0   | 0   | 0   | 0   | 6   | 3   | 3   | 12  |       |     |      | 24    |
| Website - Bets Off | 0   | 0   | 0   | 0   | 0   | 37  | 9   | 16  | 17  |       |     |      | 79    |
| Website - Other    | 0   | 0   | 0   | 0   | 0   | 6   | 2   | 6   | 1   |       |     |      | 15    |
| Other              | 0   | 0   | 0   | 0   | 0   | 15  | 49  | 39  | 36  |       |     |      | 139   |